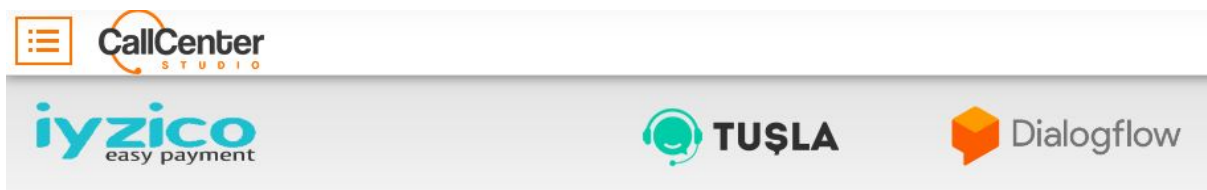# Integrations

Some third-party integrations are built directly into the tenant. They can be found under the

Integrations tab.

Note: Dialogflow is the only integration that is explained in the Call Center Studio Manual.

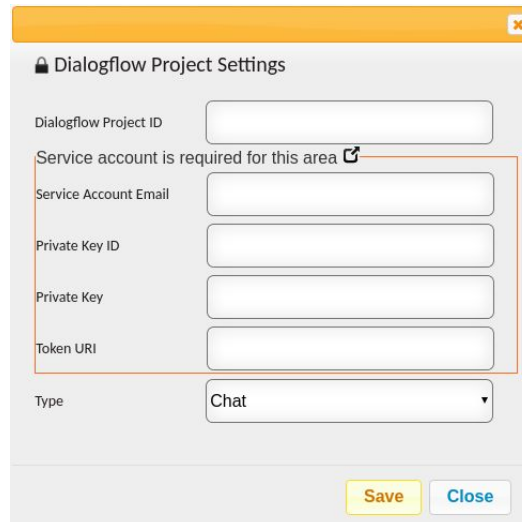*If desired, other integrations can be set up by the assigned Call Center Studio Project*

Manager.

Select Dialogflow; the following screen will appear:
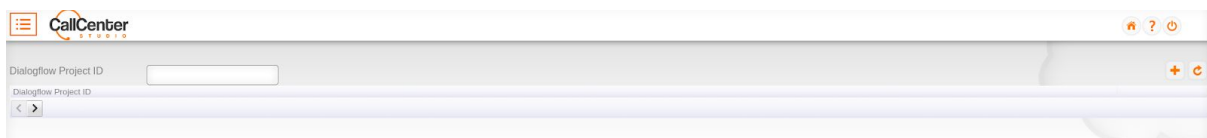
Creating a Dialogflow Project

1. Click on the add button, , located on the top right corner of the Dialogflow tab. The following will appear as shown below:

After creating a JSON private key in the Google Dialogflow account, the following information can be retrieved and entered into the input boxes (If experiencing issues, please contact the assigned Call Center Studio Project Manager):

2. Click the "Dialogflow Project ID" input box, type the project ID from the JSON private key.

3. Click the "Service Account Email" input box, type the client email from the JSON private key.

4. Click the "Private Key ID" input box, type the private key id from the JSON private key.

5. Click the "Token URL" input box, type the token URL from the JSON private key.

6. Click the "Type" dropdown menu, select whether the Dialogflow will be used for chat or call.

Editing a Dialogflow Project

1. Click the edit button, 🖊, located to the far right of the project name.

2. Make the necessary changes.

3. Click the "Save" button, **Save** .

Deleting a Dialogflow Project

1. From the Dialogflow project name list, click the delete button, ✕ , to the right of the edit button, 🖊. When the delete button is clicked the following pop-up will appear:

demo.callcenterstudio.com says

Example Dialogflow Project will be deleted permanently.
Do you want to continue?
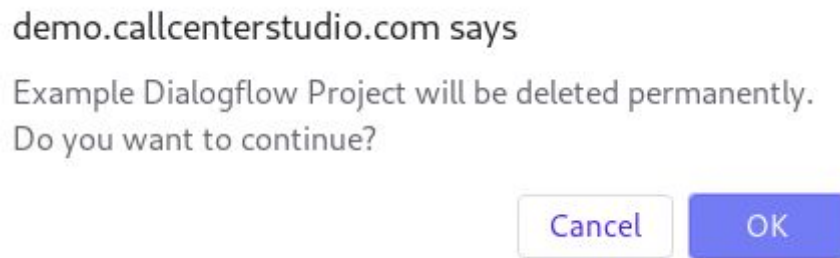
Cancel   OK

- *Selecting the cancel button,* Cancel *, will cancel the deletion.*

- *Selecting the OK button,* OK *, will confirm the deletion.*

2. Confirm the deletion by clicking the OK button, OK .

The screen will reload, and the deleted Dialogflow project will not be shown.

Searching for a Dialogflow Project

1. Click the "Dialogflow Project ID" input box, type the project name the input box is

   shown below:

Note: Partial names can be used, when spelled correctly.